Avaya Coronavirus Response

March 2020

Avaya's Response to COVID-19

Avaya Contact Center Remote Agent offers

Avaya Unified Communications Remote Worker Offers

Avaya Spaces™ offer for Education and eligible Nonprofit organizations

Remote Work and Virtual Education Device Packages

Q&A

AVAYA

Fadi Moubarak

Vice President, Avaya International

**Avaya
Coronavirus Response**

Avaya Contact Center Remote Agent offers

Paul Lang
Head of Contact Center Product Marketing

Camille Lewis
Sr. Director Solution Commercialization

Remote Agent Options Complimentary Offer Overview

High Level Overview

WHAT	**90-day complimentary** Remote Agent access licenses
WHO	For existing office-based agents on - • **Avaya Call Center Elite** • **Avaya Oceana Solution** • **Avaya Aura Contact Center** • **Avaya Contact Center Select**
HOW	provide end-user customers and our partners the **necessary information to obtain and deploy Remote Agent software**.
WHY	address the **health and safety concerns of contact center agents** while keeping the business up and running
WHEN	**Orders must be placed by August 31, 2020**

Build Loyalty and Value with Every Customer Experience

Remote Agent Options

Customer Landscape

Customer Characteristics

- Existing contact center solution & platform
- Existing Agent and Supervisor client application
- Requires VPN or SIP Connection (additional service will be required)

| Current Scenario – Inbound voice |
|---|
| **CC Elite and Avaya Oceana customers** |
| • Agents / Supervisors using IP hard phones in office
• With or without VDI solution
• Agents currently have VPN/SIP access from home |
| **CC Elite and Avaya Oceana customers** |
| • Agents / Supervisors using softphone (Avaya Agent for Desktop or Avaya one-X agent) in office
• With or without VDI solution (if VDI call controls only, no media)
• Agents currently have VPN/SIP access from home |
| **CC Elite customers** |
| • Agents using Hardphone or Softphone (Avaya Agent for Desktop or Avaya one-X agent) in the office
• With or without VDI solution
• Agents have NO VPN / SIP / VDI / Internet access from home |
| **AACC customers on Communication Manager** |
| • Agents using Avaya Agent Desktop (AAD) with embedded Softphone or Hardphone
• Agents have VPN access from home |
| **ACCS on IP Office customers** |
| • Agents using Avaya Agent Desktop (AAD) with embedded Softphone or Hardphone
• Agents have VPN access from home |

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Avaya IX Subscription for Remote Contact Center Workers

Avaya One-X Agent	Avaya Agent for Desktop
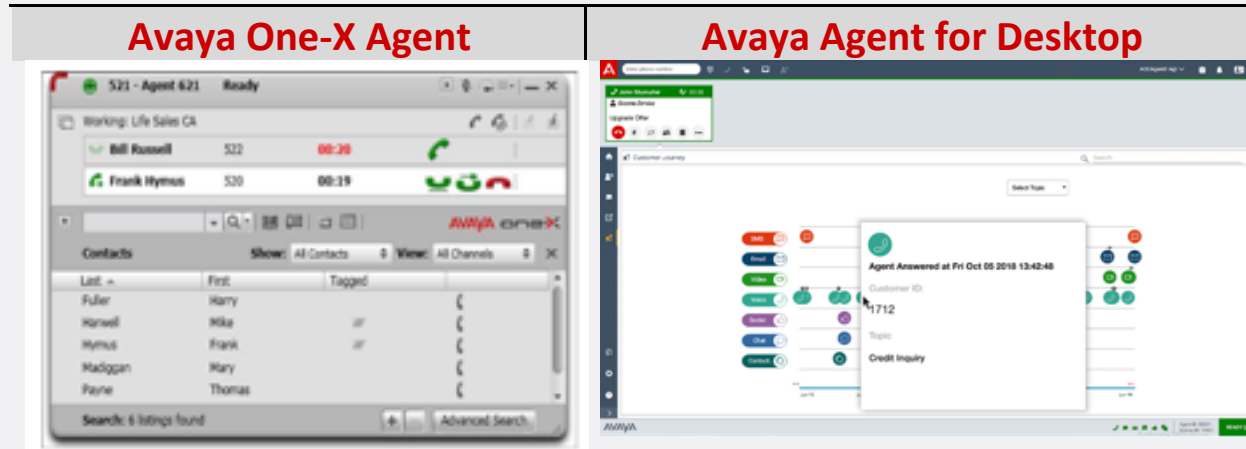
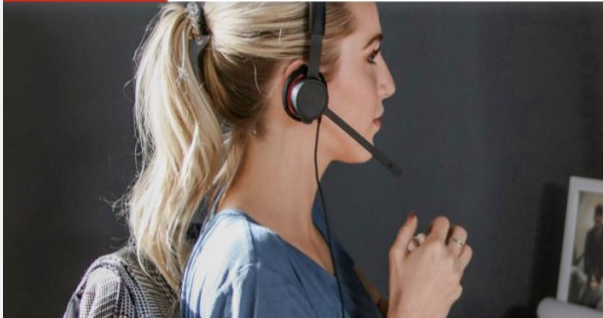**Short term subscription to address contingency plans beyond 90 days**

- Available in 6 and 12 month terms
- Billed for the full term or monthly
- Available in Direct, Retail & Wholesale
- Will NOT Auto Renew
- Does not include 20% flex
- Can be mixed with perpetual agent SW
- Can be combined with HW bundles and DaaS phone options
- Does not include any needed HW, Professional Services, or additional agent capacity

IX Bundle	Bundle Includes	Bundle Elements

Remote CC Worker	☐ Choice of Agent Desktop software
	  ○ **Avaya One-X Agent or**
	  Avaya Agent for Desktop
		☐ Software RTU
		☐ Support Advantage
		☐ Upgrade Advantage

IX Subscription Bundle	Contract Term Length	Billing Option	List Price ($US)
Remote CC Worker	6 Months	Monthly	$ 7.15
		Full Pre-Paid	$ 6.45
	1 Year	Monthly	$ 6.50
		Full Pre-Paid	$ 5.85

How to Order

- Go to the Registration page:
  - https://news.avaya.com/cp-cc-remote-offer-covid19-reg

- Contact your Avaya Sales or Channel Manager

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8

Remote Agent Contact Center Offering

Avaya Remote Contact Center

https://news.avaya.com/cp-cc-remote-offer-covid19-reg?

WHAT	**90-day complimentary** Remote Agent access licenses
WHO	For existing office-based agents on - • **Avaya Call Center Elite** • **Avaya Oceana Solution** • **Avaya Aura Contact Center** • **Avaya Contact Center Select**
HOW	provide end-user customers and our partners the **necessary information to obtain and deploy Remote Agent software**.
WHY	address the **health and safety concerns of contact center agents** while keeping the business up and running
WHEN	**Orders must be placed by August 31, 2020**

- Empowering remote agents
- Improved, automated provisioning lessening the need for professional services to deploy
- Options to transition to subscription
- Does not include any needed HW, Professional Services, or additional agent capacity

Remote Agent Resources

Sales Portal page - Coronavirus Complimentary Offers for Remote Agents
https://sales.avaya.com/en/general/coronavirus-complimentary-offers-for-remote-agents

Offer Overview - Remote Agent Offers
https://sales.avaya.com/documents/1399770709669

ATAC for Pre-Sales Technical Product Support
See Offer Definition

Avaya White Paper – Best Practices for Remote Contact Center Agents
https://sales.avaya.com/documents/1399770648023

Infographic – Best Practices for Remote Contact Center Agents
https://sales.avaya.com/documents/1399770749755

Avaya Blog – Best Practices for Remote Worker Strategy
https://www.avaya.com/blogs/archives/2020/03/best_practices_for_a_remote_worker_strategy/

Press Release - Avaya Offers Complimentary Work from Anywhere Contact Center Solutions to Help Address COVID-19 Challenges
https://www.avaya.com/en/about-avaya/newsroom/pr-us-200312/

Landing page - Need to empower your Contact Center Remote Agents during COVID-19?
https://news.avaya.com/cp-cc-remote-offer-covid19-reg?

Avaya Unified Communications Remote Worker Offers

Scott Hanwell
Sr. Mgr. UC Solutions Marketing

Remote Worker Offers Overview

WHAT	**90-day complimentary** remote worker access licenses
WHO	For existing users on - • **Avaya Aura** • **Avaya IP Office** • **Avaya CS1000**
HOW	provide end-user customers and our partners the **necessary information to obtain and deploy remote worker solutions**.
WHY	address the **health and safety concerns of employees** while keeping the business up and running

Enable rich UC experiences that drive productivity for remote / mobile employees

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Remote Worker Options

Customer Platforms

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Customer Characteristics

- Existing solution platform
- May or may not have appropriate licenses
- VPN may be required in some cases

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<th>Existing Customer Platform</th>
<th>Remote Worker Solution Options</th>
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<tr>
<td>Avaya Aura</td>
<td>

- Avaya IX Workplace Client
- Avaya one-X Communicator for Windows
- EC500

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<tr>
<td></td>
<td>Avaya IP Office</td>
<td>

- Avaya IX Workplace Client
- Avaya one-X Communicator for Windows / one-X Mobile
- Avaya one-X Portal
- Mobile Twinning

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<tr>
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<td>Avaya CS1000</td>
<td>

- IP Softphone 2050
- Mobile Extension

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Remote Worker Options

Remember that you *likely already have* entitlements to many remote worker solutions:

- Avaya Aura Core, EC500

- Avaya IP Office Office Worker

- one-X Communicator

But for 90 days you can move up to:

- Avaya Aura Power

- IP Office Power

With a *complementary license*

Remote Worker Resources

Sales Portal page – Avaya Coronavirus Response Page
https://sales.avaya.com/en/general/acrp

Avaya IX Workplace Client SPP Page
https://sales.avaya.com/en/pss/avaya-ix-workplace-client

More to Come!

Remote Work and Virtual Education Device Packages

Michael Vance
Channel Systems Engineer

Steve Brock
Director
Avaya IX™ Subscription Marketing

Replicating the Work Experience Remotely

Initial Considerations: Engineering Successful Deployments

What solutions elements are already in place today?
- EC500
- SIP Multiple Device Access
- Soft clients – OneX Communicator, IX Workplace, or even older. Android or iOS devices.
- Avaya SBCe

What needs to be in place for the remote worker to be productive?
- Solution elements – Endpoints, Software, Applications (CPaaS, or Notification Solutions)
- Enablers – Headsets, speakerphones, Video cameras.

How can we go above and beyond - Engineer a solution and the wrapper
- Treat these opportunities like projects – examine use cases, trunking, bandwidth, security, access to apps
- Configuration assistance – User training
- Remote administration – if nobody is there, who keeps it running?

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Improving the Remote Experience

Maintain connections with co-workers

Avaya Presence - who is around?

- Leverage Avaya Spaces to give the at-work feel to the remote workers.

- Task creation and collaboration makes Spaces the tool to keep employees engaged & productive.

- Use Spaces informally as the remote Water Cooler

Attention to details

- Know the customer and help them uncover needs

- Business Continuity Planning – Something like this is going to happen again!

Remote Working Device Packages

Remote Worker Experience

Mix / Match Components: Avaya IX™ Headset L129, Avaya IX™ Conference Phone B109, and/or Avaya IX™ Huddle Cam HC020

- Plug and Play for Crystal Clear Audio & Video
- USB Camera enables you to use Second Display as your primary monitor
- No special software required for use

Significant Discount Available!*

SOHO Worker Experience

Mix / Match Components: Avaya IX™ Headset L119, Avaya IX™ Conference Phone B109, Avaya IX™ Huddle Cam HC020, and/or Avaya IX™ IP Phone J179 with WiFi*

- "Always-On" Small / Home Office Communications
- WiFi enables flexible phone placement
- Use the desktop phone as audio for supported Avaya collaboration applications

Significant Discount Available!*

Small Office Huddle Room

Mix / Match Components: Avaya IX™ Conference Phone B109, Avaya IX™ Huddle Cam HC020, Avaya One Cable Connect (OCC) Hub

- Connect one cable to turn your laptop into a Huddle Room!
- Use your choice of collaboration software

Significant Discount Available!*

*Avaya IX™ IP Phones require specific software.
**Please contact your Avaya representative for full details.
Link to Experience Avaya Remote Worker Offer Definition - US and Canada

19

Virtual Education Packages

Remote Student Experience

Mix / Match Components: Avaya IX™ Headset L129, Avaya IX™ Conference Phone B109, and/or Avaya IX™ Huddle Cam HC020

- Plug and Play for Crystal Clear Audio & Video
- USB Camera enables you to use Second Display as your primary monitor
- No special software required for use

Significant Discount Available!*

Virtual Classroom Experience

Mix / Match Components: Avaya IX™ Conference Phone B109, Avaya IX™ Huddle Cam HC020, Avaya One Cable Connect (OCC) Hub

- Easily set up using tripod or just a laptop
- Enable "at risk" students to continue with instruction remotely
- Switch between classroom and teacher view

Significant Discount Available!*

Combine either of these offers with Avaya Spaces for a simple and powerful **virtual education** solution!

* Please contact your Avaya representative for full details.
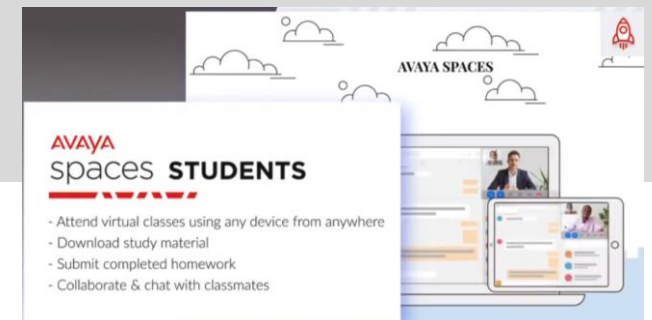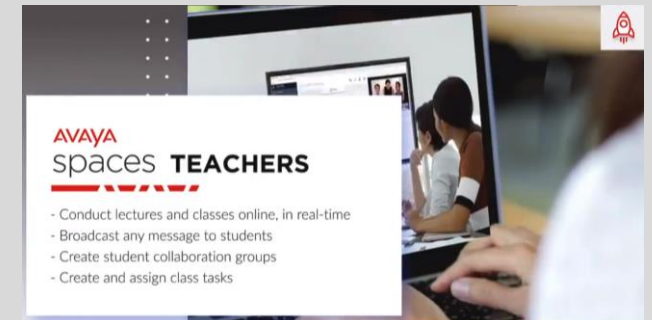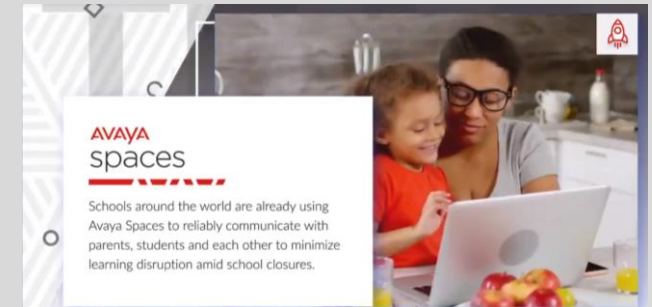
Avaya Coronavirus Response

Omer Qureshi and Jennifer Faircloth

March 2020

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21

Agenda

- Initial Offer Overview
- Nomination Process
- Key Partner Resources

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Education and Nonprofits Promo

What Avaya is offering

    a) No Obligations

    b) Avaya Spaces Business Bundle

    c) Duration: Now through August 31, 2020

    d) Availability: Global

How US schools are preparing for the coronavirus

By Dakin Andone, CNN

Updated 6:12 AM ET, Mon March 2, 2020

More from CNN

Student asks teacher to give bonus points to 'whoever scores the...

Adam Levine apologizes after fans criticize Maroon 5's...

CNN Podcast | THE AXE FILES

LISTEN NOW

Several western Washington schools to close Monday over coronavirus concerns

POSTED 1:53 PM, MARCH 1, 2020, BY Q13 NEWS STAFF, *UPDATED AT 08:53AM, MARCH 2, 2020*

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Nomination Process:

Submission to Approval: 3 Business Days

Step 1: Create lead for customer opportunity

1. Customer or account team visits the landing page
   - https://news.avaya.com/cp-spaces-coronavirus-response-reg

2. Customer completes the nomination form
   1. Name/Company/Email/Phone
   2. Number of Users
   3. Current Customer Flag
   4. Segment Details

3. Confirmation: Thank You Page + Email Confirmation

4. A Lead is created in SFDC for tracking and routed for internal process

5. Upon approval the customer gets the welcome email and sign-up details
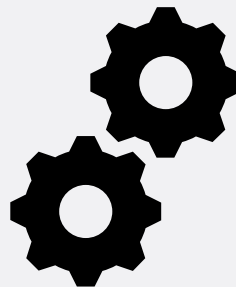
Step 2: Create A1S Quote and Apply Program Discount

1. The Spaces Regional Team triage and approves the nomination to the account team or A1S ordering.
2. All quotes for the promo will use the standard A1S and Channel Marketplace tools (Details in the Offer Document)
3. For this program the Spaces Business license with 12 months term will be discounted 100%

Step 3: Follow through on SFDC steps to create Opportunity OTN and upload A1S Quote #

1. Marketing team to convert lead to OTN for the A1S submission
2. Daily Summary Report corona-response@avaya.com

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24

Key Partner Resources

- [Blog](#)
- [Landing page](#)
- Customer emails for sales / partner use (available on [SPP](#))
- [Spaces WinKit](#)
- **Social**
  - https://twitter.com/avaya
  - https://www.facebook.com/avaya
  - https://www.linkedin.com/company/avaya
- How-to Video [YouTube](#)
- Email Alias: avayacares@avaya.com

AVAYA

COVID-19 Response
Avaya Services Technical Response Hotline
Support for all partners and customers deploying their disaster recovery and contingency plan

Best Practices
Compatibility / Readiness
Configuration Support
Product Capabilities
Solution Recommendations
Connectivity Guidance

North America Toll Free 1-800-352-4003	China 86-411-8377-7599	Hungary 36-1-238-8299	Netherlands 31-306097739	Sweden 46-90706677
Argentina 54-11-411-98499	Croatia 385-1-555-5412	Ireland 353-9-173-3599	Poland 48-22-577-38-99	Switzerland 41-44-878-13-55
Australia 61-2-9352-8799	Czech Republic 420-2-22-19-42-99	Israel 972-3-645-7599	Russia 7-495-363-67-93	Turkey 90-212-999-9084
Austria 43-187-870-7599	Denmark 45-44-73-73-03	Italy 39-02-2629-3399	Saudi Arabia 966-11-834-2399	United Arab Emirates 971-4-404-8399
Belgium 32-277-78699	France 33-1-40-93-15-99	Japan 81-3-5575-8899	Singapore 65-6872-8799	United Kingdom 44-1-483-308299
Brazil 55-11-5185-6799	Germany 49-69-7505-8899	Luxembourg 352-4-040-38-7799	South Africa 27-1-1700-4699	United States 1-513-228-8899
Canada 1-613-771-7599	India 91-20-4101-9099	Mexico 52-555-278-2899	Spain 34-913-876-399	

Questions

Thank you